CBAHI
المركز السعودي لاعتماد المنشآت الصحية
Saudi Central Board for Accreditation of Healthcare Institutions
The Saudi Central Board for Accreditation of Healthcare Institutions is a non-profit body, associated with the head of Saudi Health Council, and is responsible for setting and implementing the quality and patient safety standards in Saudi Arabia.
CBAHI national hospitals standards are accredited by the International Society for Quality in Healthcare (ISQUA)
نرحب بكِم في هذا الإصدار التعريفي عن المركز السعودي لأعتماد المنشآت الصحية، الذي يهدف إلى إيضاح رؤيتنا ورسالتنا، وتوفير الأهداف التي أنشئَ من أجلها هذا المركز. لقد شهد القطاع الصحي في المملكة، ولا يزال، نموًّا سريعاً في مجال إنشاء المرافق الصحية بنوعيها الحكومي و الخاص، وذلك كجزء من مسيرة التنمية الصحية التي تعيشها المملكة عبر خطط التنمية المتعاقبة منذ أكثر من أربعين عاماً. غير أن ذلك النمو لم يكن على نفس الوتيرة فيما يتعلق ببناء نظام الجودة والسلامة ومعايير الأداء والتنظيم الإداري المحكَّم الذي يربط كل عناصر الرعاية الصحية من مدخلات وعمليات وخروقات ومساءها في إطارها الصحي، وهي مادّى بطبيعة الحال إلى تقديم خدمات صحية تتفاوت تفاوتاً كبيراً في مستويات الجودة بين منطقتين وأخرى، وبين مستشفى وآخر في نفس المنطقة، وأدى كذلك إلى بروز الأخطاء الطبية بشكل متكرَّر انعكس سلبًا على مستوى رضا المستفيدين من الخدمة والعاملين الصحيين على حد سواء.

إن المركز السعودي اليوم يضطلع بمهمة كبيرة وهي إعادة الثقة في النظام الصحي برمته من خلال تحسَّن المنشآت الصحية على تطبيق معايير الجودة والسلامة، ونوابغ التزامها بذلك ونشر تلك الثقافة بكل الوسائل الممكنة.

Welcome to this new introductory profile about CBAHI!

Over the last 40 years, Saudi Arabia has gone through eight development plans that have resulted in many remarkable achievements at all levels. The health sector in particular has experienced a rapid growth in the construction of healthcare institutions, both governmental and private. However, this rapid growth in physical capacity has not been accompanied by a parallel growth in developing the required quality and safety systems, the necessary mechanisms for performance monitoring, and the appropriate organizational structures that link together all healthcare elements including inputs, processes, and outputs, and allow to achieve the desired, preplanned outcomes. This has led to the current enigma where one easily notices the wide variation in healthcare service quality not only in different geographical regions, but also among different hospitals within the same region. Moreover, medical errors are still an important public concern that negatively affect satisfaction levels of medical beneficiaries and the health workers alike.

The Saudi Central Board for Accreditation of Healthcare Institutions is currently engaged in the major task of restoring the public confidence in the Saudi healthcare system. The CBAHI does this by encouraging all healthcare institutions to implement high quality care and safety standards and also through post accreditation monitoring of their commitment to quality practice and by the dissemination of a culture of safety by all feasible means.
الدكتور سالم بن عبد الله الوهابي
المدير العام

SALEM A. AL-WAHABI | MD
DIRECTOR GENERAL
المركز السعودي لاعتماد المنشآت الصحية هو الجهّة الرسمية المعتمدة لمنح شهادات اعتماد الجودة ل كافة المواقع الصحية الحكومية و الخاصّة التي تعمل في المملكة العربية السعودية.

و يعتبر المركز جهة غير هادفة للربح و يرتبط تنظيمًا برئيس المجلس الصحي السعودي، يتولى بشكل أساسي تقييم المنشآت الصحية بغرض تحديد مدى التزامها بتطبيق معايير الجودة و سلامة المرضى التي صممه المركز لهذا الغرض وفق المعايير الدولية و القيم الوطنية و قد بدأ المركز عمله رسمياً منذ عام 1431 هـ - 2018م - تحت مسمى المجلس المركزي لاعتماد المنشآت الصحية، رغم أن بنائه الأولي و ضرورة تطبيق التزام المنشأة الصحية.


و من بناء مستشفيات حكومية و عدد محدود من العاملين و المقيمين، يفخر المركز الصحي اليوم بامتلاكه مجموعة متكاملة من المعايير العلمية المعتمدة من الجمعية الدولية لجودة الرعاية الصحية، و التي يتم بناء عليها تقييم و اعتماد آلاف المنشآت الصحية العامة في المملكة في القطاعين الحكومي و الخاص و يفخر كذلك بتسهيله و مستشاريه و أكثر من مائة و سبعين مقيم معمّد عليه.

The Saudi Central Board for Accreditation of Healthcare Institutions is the official agency authorized to grant healthcare accreditation to all governmental and private healthcare institutions operating today in the Kingdom of Saudi Arabia.

The Center is a non-profit organization associated with the Head of Saudi Health Council and primarily responsible for the level of institutional commitment towards that allow the proper assessment of healthcare institutions.

The goal of the assessment process is to define and support the level of institutional commitment towards implementing the standards that have been designed by the Center to optimally provide safe healthcare.

The Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) was officially created in 1426(AH) corresponding to 2005(AD), under the name “Central Board for Accreditation of Healthcare Institutions”; despite the fact that it was first developed in mid-1422 (AH) corresponding to: 2001 (AD) in accordance with the resolution of His Excellency, the Minister of Health and Chairman of Saudi Health Council No. 11/144187 dated 01.09.1426 (AH) corresponding to: 4 October 2005 (AD) which was preceded by Article 17 of the Health Law issued by Royal Decree No. M/11 dated 23.03.1423 (AH), corresponding to: 4 June 2002 (AD), Pursuant to the powers vested to cover all regions and governorates of Saudi Arabia. On the 9th of Muharram 1433 (AH) corresponding to: 4 December 2011 (AD), the Saudi Health Council’s Resolution No. 58/8 approved the standard guidelines set out by the CBAHI and pointed out the need of generalizing the application of the said guidelines to all government and private healthcare institutions.

On: 24.11.1434 (AH) the Cabinet resolution No. (371) was issued to convert the name of the “Central Board for Accreditation of Healthcare Institutions” to “The Saudi Central Board for Accreditation of Healthcare Institutions”.

Having grown from a few government hospitals with a limited number of employees and surveyors, the Saudi Central Board is proud to have a complete assessment and accreditation of a full range of integrated scientific standards approved by The International Society for Quality in Healthcare (ISQua), benefitting thousands of government and private healthcare institutions in Saudi Arabia. This important mission has achieved because of many supportive factors, most notably are the never-ending leadership support, and more than (170) qualified surveyors who underwent intensive training to undertake this mission.
Our Vision

ان نكون رواد تحسين جودة وسلامة الخدمات الصحية على مستوى المنطقة
To Be The Regional Leader In Improving Healthcare Quality and Safety

Our Mission

نعمل على رفع مستوى الجودة والسلامة من خلال مساندة المنشآت الصحية على الالتزام المستمر بمعايير الاعتماد
To Promote Quality and Safety by Supporting Healthcare Facilities to Continuously Comply with Accreditation Standards
Our Values

1. Commitment to Excellence We do not accept anything below excellence in the work that we do. This entails a tireless commitment to conceptualising and applying creativity, innovation, modern technology, and attracting highly qualified and talented individuals to work with us.

2. Team Spirit Our associates work with each other as well as with the healthcare institutions as a single harmonious, coherent, and collaborative team that has the shared goal of improving healthcare as stipulated in our vision and mission.

3. Integrity We are committed to honesty, transparency, and admission of any mistakes without equivocation. We strive to conduct our work in accordance with defined laws and regulations, avoiding conflict of interest or concealment of the truth, whether being in direct attendance or not.

4. Professionalism We see professional behaviour as a synonym to courteousness and respect for our partners, whether they be individuals or organizations. This professionalism encompasses data and information confidentiality, doing the right thing right from the first time, and ensuring maximum accuracy and objectivity during assessment visits.
Healthcare accreditation is a process of comprehensive healthcare facility assessment, carried out by an authorized and independent party, in order to measure the level of compliance with quality and safety standards that are established by that overseeing party.

Based on the overall outcome of the assessment visit, the accreditation body will grant the Accreditation Certificate, which indicates that the healthcare facility is providing a quality, safe healthcare.

A “standard” as referred to herein is a level of good practice, a desirable requirement for proper and safe performance of work activities, or a general guiding rule. Standards should be achievable and reproducible and therefore can be used as a benchmark against which the actual practice is always compared.
Benefits of Healthcare Accreditation

Achieving CBAHI accreditation is the “quality seal”, i.e., the tangible evidence that guarantees that a healthcare facility has the necessary systems required for preventing medical errors and for ensuring a safe working environment, all within a culture of continuous quality improvement. Obtaining the accreditation certificate is not the end but rather the beginning of the endless journey towards excellence. Moreover, the assessment process is repeated every 3 years, which defines the validity period of the Accreditation Certificate.
Pursuant to the Cabinet Resolution No. 371, dated 24.11.1434 (AH), The Saudi Central Board for Accreditation of Healthcare institutions (CBAHI) is associated with the Head of Saudi Health Council, which allocates fund for the Center, within the budget of the Council, while allowing financial and administrative flexibility that enable the Center to optimize the local and international expertise.

The Saudi Healthcare Council shall submit a report to the Cabinet on the achievements of (CBAHI), the challenges facing the Center, if any, and proposals for the development of its operation, upon completion of three years of operation.
إدارات المركز
The Center Departments

1. إدارة تطوير المعايير و نظم التقييم: وهي الإدارة المسؤولة عن تطوير معايير جودة المنشآت الصحية و نظام تقييم هذه المنشآت، من أجل تحسين جودة الخدمات الصحية و سلامة المرضى.

2. إدارة الدراسات والبحوث: و تهدف الإدارة إلى إعداد الدراسات و البحوث التي تعني بجودة خدمات الرعاية الصحية و سلامة المرضى، و التي تساعد بشكل مباشر في تطوير المعايير و نظم التقييم.

3. إدارة تحسين الجودة: وهي الإدارة المعنيّة بالتحسين المستمر للجودة و إدارة المخاطر في المركز.

4. إدارة التدريب: هنا يتم تصميم البرامج التدريبية الخاصة بالمقيمين الجدد و تأهيلهم، و برامج التعليم المستمر للمقيمين المعتمدين و كذلك وضع و تنفيذ البرامج التدريبية التي يقدمها المجلس لميساندة المنشآت الصحية على تطبيق معايير الجودة و سلامة المرضى.

5. إدارة العلاقات العامة و الإعلام: و هي الإدارة المسؤولة عن كافة النشاطات الإعلامية التي تخدم تعزيز و نشر رؤية و رسالة المركز و توثيق صلة مع المجتمع عاماً و المجتمع الصحي خاصة، و ذلك من خلال إنتاج المواد الإعلامية و الإعلامية و النشرات و المطبوعات و الدوريات الخاصة بالمركز و بنها عن طريق الوسائل الإعلامية المختلفة.

6. إدارة اعتماد المستشفيات: و تتولى العمل على دعم التوجه الإستراتيجي للمركز من خلال ضمان تنفيذ الزيارات التقييمية ISQua للتأكد من التزام المستشفيات بمعايير الاعتماد والتقييد مع متطلبات الجمعية الدولية لجودة الرعاية الصحية ISQua و العمل على اختيار المقيمين، و تقييم كفاءة أدائهم.

7. إدارة اعتماد مراكز الرعاية الصحية الأولية: و تهدف إلى دعم التوجه الاستراتيجي للمركز من خلال ضمان تنفيذ الزيارات التقييمية ISQua للتأكد من التزام مراكز الرعاية الصحية الأولية بمعايير الاعتماد والتقييد مع متطلبات الجمعية الدولية لجودة الرعاية الصحية ISQua و العمل على اختيار المقيمين، و تقييم كفاءة أدائهم.

8. إدارة اعتماد مراكز الخدمات الطبية الخارجية: و هي الإدارة المسؤولة عن إعداد و تطبيق التوجه الاستراتيجي للمركز من خلال ضمان تنفيذ الزيارات التقييمية ISQua للتأكد من التزام مراكز الخدمات الطبية الخارجية بمعايير الاعتماد والتقييد مع متطلبات الجمعية الدولية لجودة الرعاية الصحية ISQua و العمل على اختيار المقيمين، و تقييم كفاءة أدائهم.

9. إدارة التأهيل و تطوير المراكز: و تتولى تطوير و رفع مستوى الجودة و الأمان بالمنشآت الصحية، عن طريق التصميم الآمن و التجهيزات الطبية و تطوير المراكز، و التأكد من اتباع الشركات المشغلة لمعايير الجودة.
1. **Department of Standards and Survey Processes:** The department is responsible for the development of quality standards for healthcare facilities and evaluation systems of the facilities, in order to improve the quality of healthcare services and patient safety.

2. **Department of Studies and Research:** Aim to prepare studies and research, concerning the quality of healthcare and patient safety, to promote the development of standards and survey processes.

3. **Quality Improvement Department:** The department’s main concern is the continuous quality improvement and risk management at the Center.

4. **Training Department:** Responsible of training and continuous educating CBAHI Surveyors and Staff, and providing the healthcare institutions with proper training and orientation in order to support the institutes to comply with CBAHI standards.

5. **Public Relations and Media Department:** Responsible for all media activities that serve promote and disseminate the vision and mission of CBAHI, as well as strengthen the relationship with society in general and the healthcare community in particular, through the advertising material, newsletters, publications and periodicals of CBAHI.

6. **Hospital Accreditation Department:** Undertake the support of the strategic planning of CBAHI by insuring the implementation of the survey visits to insure that Hospitals are committed to the accreditation Standards and complying with the requirement of International Association for Healthcare Quality (ISQua), as well as the process of the surveyors selectin, and the assessment and the improvement of their performance.

7. **Primary Healthcare Accreditation Department:** Undertake the support of the strategic planning of CBAHI by insuring the implementation of the survey visits to insure that Primary Healthcare Centers are committed to the accreditation Standards and complying with the requirement of International Association for Healthcare Quality (ISQua), as well as the process of the surveyors selectin, and the assessment and the improvement of their performance.

8. **Ambulatory Centers Accreditation Department:** Undertake the support of the strategic planning of CBAHI by insuring the implementation of the survey visits to insure that Ambulatory Centers are committed to the accreditation Standards and complying with the requirement of International Association for Healthcare Quality (ISQua), as well as the process of the surveyors selectin, and the assessment and the improvement of their performance.

9. **Certification & Facilities Development Department:** Undertake the support of the strategic planning of CBAHI by insuring the safety and quality of healthcare facilities with regard to the facility safe design, medical equipment, facilities development to insure the comply of the operating companies to the standards.
1. Supporting healthcare institutions towards the continuous improvement of the quality of health services, resulting in better patient outcomes and satisfaction.

2. Supporting healthcare institutions towards the continuous improvement of the patients safety, thus preventing and minimizing medical errors affecting patients and staff.

3. Instilling and advocating a culture of quality, safety, and performance measurement within healthcare institutions, through ongoing training, consulting, education and research.

4. Rooting accreditation system as a pillar for health sector reform. This is because it helps improve services, assure the best use of resources, achieve fairness, and build confidence between the community and healthcare providers.

5. Providing through accreditation of unbiased and objective system that enhances the professional competition among health care institutions, and also assist the members of the community be acquainted about the different providers and hence, make a more informed choices.

6. Working to achieve the objectives of CBAHI, through cooperation and integration with other relevant local and international bodies, organizations, councils and associations.
مهام المركز
The Center Tasks

يهدف المركز إلى رفع مستوى جودة الخدمات الصحية وأمانها وتحسين مستوى سلامة المرضى في كافة المنشآت الصحية العاملة في المملكة، وله في سبيل ذلك على سبيل المثال لا الحصر القيام بالمهمات والأنشطة الآتية:

1. اعتماد معايير وطنية وحيدة لجميع المنشآت الصحية في المملكة في مجالات الجودة الصحية وسلامة المرضى، وتشمل الممارسات والإجراءات الطبية والتمريضية والصيدلية وسلامة المنشآت وخدمات المختبرات ومكافحة العود.
2. منح شهادات الاعتماد في مجال الجودة لمجموعة المنشآت الصحية في المملكة.
3. مراجعة المعايير بصفة دورية كلما دعت الحاجة أو كل أربع سنوات على الأقل وتأكد من صلاحيتها وتلبية الطلب في المملكة.
4. المساعدة في تطبيق المعايير الصحية لتحقيق معايير الجودة وسلامة المرضى، ونشر ثقافة الجودة الصحية، من خلال ما يلي:
   - عقد الندوات وورش العمل لنشر نموذج الجودة وزيادة الوعي بين العاملين والمسؤولين لمفاهيم الجودة وأهميتها تطبيقها.
   - إرسال فرق من المتخصصين في مجالات الطب والتمريض والصيدلة والإدارة ومحاسبة المصاريف وإجراءات السلامة، لشرح المعايير والتدريس لها للعمال في المنشآت الصحية.
   - تنفيذ برامج التدريب المعمقة للعمال في مجالات الصحة عن طريق المختصين المدربين، ودعم هذه المنشآت بالموارد العلمية اللازمة لذاك.
5. تقييم ومتابعة جودة أداء المنشآت الصحية الحكومية والخاصة للتتأكد من أنزامها بالمعايير المعمدة.
6. وضع الآليات المناسبة للقيام بأداء المنشآت الصحية عن طريق متابعة تحقيق معايير الجودة المتفق عليها وتقويمها.
7. تدريب المراقبين لمهمات الاعتماد وإعدادهم كمقيمين.
8. إجراء الدراسات والبحوث في مجال عمل المركز، ويدخل في ذلك رصد الأخطاء الطبية على المستوى الوطني وتحليلها ودراسة نتائجها ووضع الحلول المناسبة لتعزيز سلامة المرضى والعملاء في المنشآت الصحية.
9. إنشاء قاعدة بيانات شاملة للمنشآت الصحية.
10. التعاون وتبادل الخبرات مع جهات الاعتماد الإقليمية والدولية والمنظمات والعليا ذات العلاقة بعمل المركز، وعقد الاجتماعات والارتدادات المتعلقة بذلك.
11. تنسيق الجهود بين الجهات الحكومية وغيرها فيما يخدم تحقيق أهداف المركز، ويدخل في ذلك توصيات الجهات المختصة بإتخاذ الإجراءات المطلوبة نحو المنشآت الصحية التي لا تطبيق معايير الجودة التي وضعها المركز.
12. تعزيز التعاون والتنسيق بين المملكة والدول الأخرى بما يحقق أهداف المركز، وفقا للقواعد والتعليمات المتصلة، وتمثيل المملكة خارجيا فيما يتعلق بالاعتماد الصحي.
13. التنظيم والمشاركة في المؤتمرات والندوات المحلية والإقليمية والعالمية في مجال عمل المركز.
14. القيام بأي مهمة أخرى يكلفها بها رئيس المجلس في حدود اختصاصات المركز.
The center aims to promote the quality of healthcare services, safety, and improve the level of Patients safety at all healthcare facilities operation in the Kingdom, the responsibilities including, but not limited to:

1. Adoption of national uniform standards to ensure the quality of healthcare services provided in the kingdom and patient safety, which include the medical procedures, practices, nursing, pharmacy, facility safety, laboratories services and infection control.

2. Award of quality accreditation certificates to all healthcare institutions in the Kingdom.

3. Review the standards periodically, whenever required, otherwise, every four years at least and ensure suitability to operate in the Kingdom.

4. Collaborate with relevant authorities to develop safe design standards for healthcare institutions to implement the quality standards, patient safety, and to popularize the culture of quality healthcare, through conducting seminars, workshops to spread the quality culture and promote awareness among the employees and officials, of the quality concepts and the importance of its implementation.

5. Send teams of specialists in the fields of medicine, nursing, pharmacy, laboratories, administrative, infection control and safety procedures, to explain and teach the quality standards to employees in healthcare facilities.

6. Implementation of training programs intended for employees at healthcare facilities by trained specialists, and supports theses facilities with required scientific materials.

7. Evaluate and follow up performance quality of healthcare facilities, both public and private sector, to ensure its commitment to accreditation standards.

8. The development of appropriate mechanisms to assess the performance of healthcare facilities by pursuing recognized performance indicators and evaluation.

9. Training of qualified employees for accreditation and prepare them to become surveyors.

10. Conduct studies and research in the area of the center’s specialization, which include the monitoring of medical errors at the national level, conduct analysis, study and develop appropriate solutions to enhance patient, employees safety as well as visitors to the healthcare facilities.

11. The establishment of a comprehensive database of healthcare facilities.

12. Cooperation and exchange of expertise with accreditation bodies, regional, international organizations, relevant bodies, and enter into relevant partnerships and bilateral agreements.

13. Coordinate efforts between relevant government agencies and other bodies that serve in achieving the goals of the center that includes, the recommendation to the competent authorities to take the required actions regarding the healthcare facilities that do not apply the quality standards set by the center.

14. To promote cooperation and coordination between the Kingdom and other countries to achieve the purposes of the center, according to the rules and regulations in place, and the representation of the kingdom externally with respect to healthcare accreditation.

15. Organize and participate in local, regional, and global conferences and seminars relevant to the center’s activities.

16. Perform any other task assigned by the chairman of the Council within the competences of the center.
The workflow at the Saudi Central Board depends primarily on its library of quality and safety standards used by qualified surveyors to conduct the hospital on-site assessment visits. Initial registration with CBAHI through its portal (www.cbahi.org) is a prerequisite for all healthcare institutions planning to be scheduled for a mock or a real survey visit.

The hospital survey team is composed of seven surveyors, each specialized in one of the seven domains that the standards are covering; Leadership, medical staff and provision of care, nursing services, infection control, pharmaceutical services, laboratory services and facility management and safety. There are (881) ISQua approved standards that were developed by a special standards development committee. Survey visits usually take three days to complete. The number of surveyors and the duration of the visit vary depending on the size and the scope of service of the healthcare facility; given that smaller clinics dispensaries are assessed by a physician and a nurse for a period of one to two days using a different set of standards than that used in evaluating hospitals. Healthcare institutions are provided with an executive report explaining the outcome of the assessment visit and the overall result within a period of few weeks, noting that the passing mark is equal to or more than 80%. The day-to-day work at CBAHI as well as the assessment process depend almost entirely on an electronic system that has been built by a highly qualified I.T. specialists. This system is highly advanced and efficient. In order to maintain the confidentiality of information, the system was securely built around keeping a very limited access to specified individuals during the different stages of the assessment process.
برنامـج اعتماد المستشـفيات

ظهرت النسخة الأولى من المعايير الوطنية للمستشفيات في العام 2006، واحتوت على 881 معيار موزعة على 22 فصلًا، وروعي فيها أن تتوافق مع النظام الصحي في المملكة ووضع الراهن للمستشفيات فيها. فجاءت المعايير في معظمها وصفية تفصيلية موزعة على أقسام المستشفى، تشرح بأسلوب خالٍ من التعقيد البنية الأساسية التي يجب توافرها في المستشفى لضمان جودة الخدمات المقدمة وسلامة المرضى، من ناحية الوثائق الأساسية المطلوبة والتدريب والأجهزة والأدوية والقوى العاملة المؤهلة وجوانب التوعية والإرشاد والتقييم.

تتم العمل الآن على إصدار الطبعة الثانية المطورة من المعايير الوطنية للمستشفيات وسوف تكون جاهزة بداية العام 2015، لتطبيقها فيما يزيد عن حوالي 400 مستشفى حكومي وخاص، تحتوي على أكثر من 65600 سرير، ويعمل بها أكثر من 130000 طبيب وحوالي 600 ألف ممرضة.

برنامـج اعتماد المراكـز الصحية الأوليـة

الرعاية الصحية الأولية هي حجر الأساس للرعاية الصحية في المملكة، وهي الخط الأول في استراتيجية الخدمات الصحية. ولذلك تم تصميم المعايير الوطنية للمراكز الصحية الأولية وظهرت إلى النور نهاية العام 2003، واحتوت على 133 معيارًا موزعة على 13 فصلًا، سوف يتم في الربع الأخير من عام 2015، سوف يتم في الربع الأخير من عام 2015، وسوف يتم في الربع الأخير من عام 2015، وسوف يتم في الربع الأخير من عام 2015، في تطبيق المعايير على أول 30 مركز صحي من أصل ما يزيد عن 30 مركز رعاية صحية أولية منتشرة في كافة مدن وقرى وحجر المملكة.

Hospitals Accreditation Program

The first edition of the National Hospital Standards was released in 2006, with 881 standards defined in 22 chapters that were designed to be compatible with the healthcare system in the Kingdom and the working environment in its hospitals. Most of the standards were descriptive and directly related to the infrastructure components that must be available in any hospital to ensure quality healthcare delivery and patient safety.

This entails the basic required documents including policies and procedures, the safe clinical practices, the necessary equipments and maintenance scheduling, the qualified manpower, as well as the patient/family rights. The updated second edition of the National Hospital Standards is under development now and will be ready by 2015. This newer edition will be implemented in more than 400 hospitals across the country, with a total bed capacity of 58000 beds, and more than 65600 physicians and 130,000 nurses.
Primary Healthcare Centers Accreditation Program
Primary healthcare is the cornerstone of healthcare services in Saudi Arabia and the first port of call in national strategy for health. Therefore, the Primary Healthcare Standards were developed and published during the year 2011, containing 360 standards organized into 23 chapters. Implementation will soon begin on the first 100 out of more than 2,000 primary healthcare centers nationwide.

Ambulatory Care Centers Accreditation Program
More than 2021 ambulatory care centers - private clinics and polyclinics are operating today in the Kingdom, distributed over an area exceeding 2 million square kilometres. Because of the important role of these centers in providing medical treatment and prophylactic services to the Kingdom’s population 27 million individuals, specific standards were developed to help ambulatory care centers provide safe clinical practice and secured work environment. The 382 Standards are distributed over 15 chapters and relate to leadership, human resources, provision of care, rights of patients and their families, basics of safe anaesthesia, operating rooms, medications management, infection control, facility management & safety, and other related best practices, both at clinical and administrative levels.
Medical Laboratories Accreditation Program

The quality and safety standards for medical laboratories were developed to support the fundamental role of laboratory testing in providing the appropriate diagnosis during treatment and follow up phases of patient assessment. The standards are distributed over 15 chapters and cover many areas including medical laboratory infrastructure, required equipment, chemical solutions and reagents, quality management, laboratory safety, blood bank safety, and infection control. Mock assessment visits have already been conducted to the seven regional and reference laboratories of the Ministry of Health. The first final assessment visit was conducted at the Jeddah Regional Laboratory in early 2012. This will soon be followed by visits to all other governmental and private laboratories operating in the Kingdom.

Future Accreditation Programs

The Saudi Central Board is planning to develop standards for home healthcare, psychiatric care hospitals and sanatoriums, and long-term care institutions for the disabled and the elderly. These future programs are expected to come into effect within the next two years.
Certification Program for Healthcare Operation & Management Firms

Many healthcare facilities in the Kingdom are operated through a specialized operating and managing companies. The services provided by these companies reflect on the level of quality and safety of services provided to the patients. Accordingly, CBAHI has developed a specific set of standards to regulate the work inside such companies and to assure the presence of a proper financial, administrative and human resources systems. Upon fulfilling the standards, a company is certified by CBAHI as being capable of engaging in this kind of business.
Private Hospitals Classification Program

With the rapid expansion of the number of private hospitals in the Kingdom, there was a need to develop a set of standards that will allow for an objective classification of all private hospitals, similar – in a way - to the star classification system used in hotels. This ABCD classification system is based on three principal criteria: the facility building, the medical equipments, and the availability of qualified human resources. The classification is to enable other relevant authorities to require private hospitals to provide an explicit pricing list of the services they provide, consistent with their class, which can then be communicated to the patients. This in turn will help patients and their families making informed decisions when choosing which hospital to seek treatment in.
Program For Safe Design Of Healthcare Facilities

Patient safety does not solely rely on maintaining the safety standards of daily clinical practices. It also depends on whether certain standards and technical specifications were met when the actual healthcare facility was constructed. Accordingly, CBAHI produced a separate standards manual for the safe design of healthcare facilities, to be used as a reference for investors and specialised architectural firms. The manual (produced in two parts) lists all specifications related to site, area, layout of internal spaces, building materials, air conditioning systems, medical gases, electrical and mechanical systems, illumination, fire prevention systems, backup supply systems for water and electricity, and other standards that help safeguard patients, staff, and visitors against accidents, injuries, and potential threats.
Medical Equipments Standards Program
The availability and regular maintenance of modern medical equipments, as well as following safe procedures in equipment operation and handling, are all factors that are associated with the quality and safety of services provided to patients. This prompted CBAHI to prepare a manual for medical equipments that contains a comprehensive list of requirements and specifications of all medical devices that must be available in a healthcare institution. We were keen to develop a manual that can uniformly be applied to healthcare institutions of all sizes, whether currently operating or planning to enter the market for the first time.
برامج التدريب
Training Programs

يعتبر التدريب من أهم الإدوات التي يعتمد عليها المركز السعودي في عملية إعداد المنشآت الصحية للاعتماد وكذلك تأهيل المقيمين المعتمدين لديه ورفع مستواهم، علاوة على ما يساهم به التدريب كوسيلة هامة لنشر ثقافة الجودة وسلامة المرضى واحتكام إلى المعايير. جميع البرامج التدريبية التي يجريها المركز معتمدة من الهيئة السعودية للتخصصات الصحية، ويمكن تصنيفها إلى فئتين أساسيتين:

برامج تدريبية خاصة بالمعايير
ويندرج تحتها برنامج التدريب على المعايير الوطنية للمستشفيات، برنامج التدريب على المعايير الوطنية للمراكز الصحية الأولية، برنامج التدريب على المعايير الوطنية للمراكز الطبية الخاصة، وبرنامج التدريب على المعايير الوطنية للمختبرات الطبية.

برامج تدريبية حول المفاهيم العامة للجودة وسلامة المرضى
ويندرج تحتها الكثير من البرامج التدريبية المتخصصة التي يقدمها المركز مثل مفاهيم وتطبيقات الجودة، إدارة المخاطر السريرية، سلامة الأدوية، السجلات الطبية، أصول الكتابة والتدوين العلمي، مهارات التواصل، مبادئ القيادة الصحية، فرق الاستجابة السريعة و الإعانة القلبية الرئوي، سلامة التخدير و الإفاقة، إدارة الألم، وغير ذلك من دورات متخصصة.
Training is one of the most influential tools we relied upon in the process of preparing the healthcare institutions for accreditation. In addition, we invest in the training as a tool to enhance the capabilities of our surveyors, and as a vehicle for the dissemination of quality and patient safety culture. All training programs we conduct are accredited by the Saudi Commission for Health Specialties, and can be classified into two basic categories:

**Standards-Oriented Programs**
which include the learning programs on the national standards for hospitals, the national standards for primary healthcare centers, the national standards for ambulatory care centers, and the national standards for medical laboratories.

**General Quality And Patient Safety-Oriented Programs**
These are specialized training programs offered by CBAHI and include but not limited to; concepts and applications of quality, risk management, medications safety, medical records, scientific writing, communication skills, healthcare leadership, rapid response teams and CPR, best practices in conscious sedation, pain management, and several other specialized courses.
National standards for hospital: includes the national standards for government and private hospitals operating in the Kingdom.

Hospital accreditation guide: includes all the information needed by the hospital administration for a thorough understanding of CBAHI accreditation process, the scoring system, and all documents required by the surveyors during the assessment visit.

Hospitals surveyor handbook: made for the surveyors and contains the intent of each standard and what is the evidence(s) of compliance that a surveyor should look for to verify hospital compliance with the statement of the standard.
National standards for primary healthcare centers: Includes the national standards for primary health care centers operating in the Kingdom which are at almost 2000 clinics as of today and are expected to reach (2760) centers during the next five years.

Primary healthcare accreditation guide: includes all the information needed by the health center administration for a thorough understanding of CBAHI accreditation process, the scoring system, and all documents required by the surveyors during the assessment visit.

Primary healthcare surveyor handbook: This guide explains to the surveyor the purpose of each standard, and how to identify and examine the evidence of compliance with the standard, and the various sources the surveyor can go to in order to obtain such evidence.
National standards for ambulatory care centers: this guide includes the national quality and safety standards for more than (2000) private healthcare centers operating in the Kingdom.

Ambulatory care accreditation guide: as in other similar publications, it includes all the information required by the administration of the ambulatory medical center for understanding the accreditation process, the scoring system, and all documents required by the surveyors during the assessment visit.

Ambulatory care surveyor handbook: a manual specifically tailored for surveyors of ambulatory care centers, detailing the purpose of each standard and how to identify the evidences of compliance with, or the measurable elements of each standard. It also explains to the surveyor what are the various sources to go for when searching for the evidence of compliance, whether be it checking personnel files or checking other documents related to policies & procedures, or patients and staff interviews.
اعتماد المختبرات الطبية

Accreditation of Medical Laboratories

هذا المثل لل📝 المعايير الوطنية للمختبرات الطبية الإقليمية و المرجعية: يتضمن المعايير الوطنية الخاصة بالمختبرات الإقليمية و المرجعية التابعة لوزارة الصحة.

الدليل الإرشادي للمختبرات الطبية: يتضمن شرح مفهوم وسياسات الاعتماد، و مراحل عملية التقييم، و نظام التقييم و معدلات النجاح، إضافة إلى قائمة الوثائق التي يطلبها المقيم أثناء الزيارة التقييمية وأهمها السياسات العامة للمختبر و قوائم الوصف الوظيفي للعاملين فيه و الهيكل التنظيمي و نشاطات تحسين الجودة و التحليل الجذري للإخطار، و غير ذلك من متطلبات الزيارة التقييمية.

الدليل الإرشادي لمقيم المختبرات الطبية: وهو كتاب متكامل تم إعداده خصيصاً لمقيم المختبرات الطبية يشرح الغرض من كل معيار، و أدلة الالتزام به، و مصادر الحصول على تلك الأدلة.


Regional and reference laboratories accreditation guide: contains a detailed explanation of the accreditation policies, the survey visit, the scoring system, and the documents that must be available at all times in a safe medical laboratory, the foremost of which are the policies & procedures / the organizational structure / the safety guidelines and the quality improvement projects.

Regional and reference laboratories surveyor handbook: a manual specifically tailored for surveyors of medical laboratories, explaining the basic intent of each standard as well as how and where to identify and examine the evidence(s) of compliance with that standard.
Guidelines for certification of healthcare operating companies: includes the standards we use for the certification of healthcare operating and managing companies. The current manual is in Arabic and the English version is in due course.

Hospital building specifications: consists of two parts and intended to be the official reference guide for engineering/architectural offices during the planning and construction phase of healthcare facilities.
Guidelines for medical equipments list: contains a detailed generic list of the medical equipments / devices that should be available in all kinds of healthcare institutions, depending on their size and the scope of service.

Classification standards for healthcare institutions(hospitals):
includes the standards used to classify the private hospitals in Saudi Arabia into their corresponding categories. The manual is obtainable from the CBAHI web portal.